



Workplace Counselling: A Systematic Approach to Employee Care

By Michael Carroll

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‘An invaluable resource book for anyone (counsellors, EAP providers and companies) involved in workplace counselling. Helpful and informative, it is set to become a classic text in its field’ - *Counselling and Psychotherapy, The Journal of the British Association for Counselling and Psychotherapy*

‘Accessible and meaningful... a valuable contribution to the growing body of literature on counselling in specific contexts, and Michael Carroll is to be congratulated for his skill in pulling together so many strands that influence the workplace counsellor’s role’ - *Human Resource Management Journal*

Hand-in-hand with the increase in numbers of organizations offering counselling for their employees comes a growing demand for counsellors who are skilled not only in helping the individual but also in managing the counselling process within a workplace setting. This practical book provides core guidance on how to operate best in an employee-counsellor role and how to tackle the issues such a role raises.

Michael Carroll presents a generic, integrative model of employee counselling which shows readers how to organize, administer and manage the counselling process, from assessment to termination, within an organizational setting. In so

doing, he discusses the tasks and responsibilities of employee counsellors, covering such vital areas as: how to contract with organizations; the impact of the organization on the counselling process; evaluation; ethical dilemmas; loyalty clashes; and training and supervision.

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Editorial Review

Review

*'A clear, concise, easily accessible and thoroughly useful book... essential reading for anyone involved in the practice and delivery of an EAP into an organization. I would guess it is destined to become a core textbook. It is one I highly recommend' - **Self & Society***

*'A welcome addition... As someone who finds herself constantly discussing the scope, nature and breadth of counselling at work, I was heartened by Michael Carroll's outline of its many faces, which reflects the reality... In the best sense of the phrase, it is an easy read... what the book does very effectively is bring... knowledge and awareness together, and maybe help us to formulate and articulate our own responses to questions concerning workplace counselling more effectively... this book's greatest value is for those training as workplace counsellors, or people making the move into that role. A copy on the desk of employers and PR managers would not go amiss either' - **Counselling at Work***

*'Accessible and meaningful... a valuable contribution to the growing body of literature on counselling in specific contexts, and Michael Carroll is to be congratulated for his skill in pulling together so many strands that influence the workplace counsellor's role' - **Human Resource Management Journal***

*'[This book] covers the role of counsellors in organizations and looks at the conflicts raised between counsellor, client and the organization. Michael Carroll offers an integrative model of employee counselling from initial assessment through to termination, and shows how to manage the issues peculiar to the workplace setting. His book is accessible, comprehensive and carefully researched... Key points are illustrated with case examples and useful diagrams throughout... **Workplace Counselling** is an invaluable resource book for anyone (counsellors, EAP providers and companies) involved in workplace counselling. Helpful and informative, it is set to become a classic text in its field' - **Counselling and Psychotherapy, The Journal of the British Association for Counselling and Psychotherapy***

*'Carroll raises important issues about training for workplace counsellors and the roles they perform. The book highlights an additional complexity arising from organisational dynamics, and focuses on the importance of organisational cultures in the success or failure of workplace counselling schemes... The central recurring theme of the book is a plea for effective training for workplace counsellors. Consequently, it would form an ideal baseline for such training. I would see a role for organisations and training providers forming partnerships to deal with many of the issues highlighted. This would inject a significant slice of reality into training' - **People Management***

*'This practical book is very readable and will act as a prime source for workplace counsellors for some time to come... Carroll's great achievement is to bring together material which has so far been scattered and difficult to access... There is a capacity for clarity in this enterprise which is admirably exemplified in this book. This clarity is never confused with mindless enthusiasm or obstinate denial of the very real dilemmas... I recommend that all interested in this fastest growing area of counselling get hold of this book. It will soon be indispensable' - **Human Potential***

'The sections on the history and development of counselling... present some important and useful details... A section on setting up a workplace counselling scheme is sensible and straightforward, and raises most of the important questions for providers and purchasers alike... Also welcome is the decision to include a section on the ethics of workplace counselling, perhaps the most useful part of which is a very practical framework for ethical decision-making... It may be true that the influences of the organizational and cultural context in which counsellors work are too often neglected, and Carroll's emphasis on them is as welcome as it is overdue' - **British Journal of Guidance and Counselling**

'Throughout the book, the author makes good use of case studies to back up his points, with the result that it comes across as being firmly rooted in reality... For anyone planning to set up a counselling service within an organization, this book is an invaluable resource... Carroll's recurring theme is a plea for effective training for workplace counsellors... the book forms an ideal baseline for such training, and is a valuable resource for practising counsellors, employers who may be considering a counselling service or anybody who is interested in knowing more about this rapidly developing subject' - **Interactive Magazine, St George's Hospital Medical School Conference Unit**

'In this book, the author delineates the merits of full-time workplace counselors... The language is well-articulated [with] no academic jargon. The author draws on counseling issues that would be current and apropos, ie sexual harassment, cultural diversity, dispute resolution. The book takes a hands-on and how-to approach [with] good use of case examples' - **The Journal of Staff, Program, & Organization Development**

About the Author

Michael Carroll, Ph.D. is a Chartered Counselling Psychologist. He is an accredited Executive Coach and an accredited Supervisor of Executive Coaches with APECS (Association for Professional Executive Coaches and Supervisors).

Michael is Visiting Industrial Professor in the Graduate School of Education, University of Bristol and the winner of the 2001 British Psychological Society Award for Distinguished Contributions to Professional Psychology.

Michael works with individuals, teams and organizations specializing in the theme of learning and wellbeing. He supervises, coaches and trains nationally and internationally and works within the private and public spheres. He runs the Centre for Supervision Training. He has trained in, written about and researched supervision for over 30 years, both supervising and being supervised. He has written, co-written and edited 10 books including the following: *Training Counselling Supervisors: Strategies, Methods, Techniques* (Edited with Elizabeth Holloway, Sage: 1999); *Counselling Supervision in Context* (Edited with Elizabeth Holloway: Sage: 1999), *The Handbook of Counselling in Organisations* (Edited with Michael Walton: Sage, 1997), *Counselling Supervision: Theory, Skills and Practice* (Sage, 1996); *Workplace Counselling* (Sage, 1996).

Users Review

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Jeffrey Richard:

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Ericka McCall:

Book is to be different for every single grade. Book for children right up until adult are different content. We all know that that book is very important usually. The book *Workplace Counselling: A Systematic Approach to Employee Care* has been making you to know about other knowledge and of course you can take more information. It is quite advantages for you. The reserve *Workplace Counselling: A Systematic Approach to Employee Care* is not only giving you far more new information but also being your friend when you truly feel bored. You can spend your personal spend time to read your reserve. Try to make relationship while using book *Workplace Counselling: A Systematic Approach to Employee Care*. You never truly feel lose out for everything when you read some books.

Clarence Danner:

A lot of people always spent their very own free time to vacation as well as go to the outside with them family or their friend. Were you aware? Many a lot of people spent they will free time just watching TV, or perhaps playing video games all day long. If you want to try to find a new activity this is look different you can read a book. It is really fun in your case. If you enjoy the book that you just read you can spent the whole day to reading a book. The book *Workplace Counselling: A Systematic Approach to Employee Care* it is extremely good to read. There are a lot of folks that recommended this book. They were enjoying reading this book. If you did not have enough space to create this book you can buy the particular e-book. You can m0ore very easily to read this book from your smart phone. The price is not very costly but this book has high quality.

John Sherman:

Workplace Counselling: A Systematic Approach to Employee Care can be one of your beginner books that are good idea. We recommend that straight away because this reserve has good vocabulary which could increase your knowledge in terminology, easy to understand, bit entertaining but nonetheless delivering the information. The article author giving his/her effort that will put every word into satisfaction arrangement in writing *Workplace Counselling: A Systematic Approach to Employee Care* yet doesn't forget the main stage,

giving the reader the hottest along with based confirm resource information that maybe you can be among it. This great information can easily drawn you into completely new stage of crucial thinking.

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